

Message: RE: ATA issue

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From Crystal Gilliland
To Kraft, Emily
Cc
Journal Recipients emily.kraft@oa.mo.gov
Date Wednesday, April 19, 2017 10:31 AM

You're a genius. Thank you!

Any input on how to handle a situation where my client had a miscarriage at the end of last month. I'm attempting to close her and cannot contact her as her phone is not working. I went to her home and she was not there. The system wants an EPDS on her as well.

From: Kraft, Emily [mailto:Emily.Kraft@oa.mo.gov]
Sent: Wednesday, April 19, 2017 10:24 AM
To: 'Crystal Gilliland'
Subject: RE: ATA issue

Hi Crystal – The system isn't showing that you have a saved EPDS form entered. The system will auto populate the "Client left program before delivery" checkbox, but you still have to enter a review date and click submit at the bottom. Try it again and let me know if that fixes your issue.

From: Crystal Gilliland [mailto:cgilliland@ccsomo.org]
Sent: Wednesday, April 19, 2017 10:22 AM
To: Kraft, Emily
Subject: ATA issue

Emily,

Would you help me, please? I am attempting to close out an ATA client who left the program before delivery; however, the online system will not allow me to close her until the birthing outcome and EPDS are completed. I check-marked that the client left before delivery in the birthing outcome and it shows up on the EPDS. It still will not allow me to discharge her. ([REDACTED]).

Crystal Gilliland
Support Coordinator/Case Manager
Catholic Charities of Southern Missouri
205 W Malone Ave; Suite B. | Sikeston, MO 63801
(573) 481-0659 | cell (573) 258-9580 | fax (573) 481-0695
www.ccsomo.org
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